AMERICAN EXPRESS CORPORATE SERVICES

COMMERCIAL CARD PROGRAM ADMINISTRATOR NEWSLETTER

SEPTEMBER 2004

September 22, 2004

It's our goal each month to provide with you with the information you need to effectively carry out your role as your company's American Express® Corporate or Purchasing Card program administrator. To help ensure we are meeting this goal, we are once again asking for your input. Enclosed you will find our second annual Monthly Update Letter Survey, which provides an opportunity for you to let us know how we're doing and how we can make this letter better meet your needs. I hope you will take a few minutes to complete the survey. Your feedback is important to us. You can also qualify to win a $100 American Express® Gift Cheque.

Transition to Cards with a 4-Year Life Span
Beginning in late October 2004, all newly-issued U.S. and Canadian Corporate Purchasing and Corporate Cards, including Corporate Meeting Cards, American Express® / Business ExtrAA® Corporate Cards, Corporate Platinum Cards, Executive Corporate Cards, and American Express® Costco Cash Rebate Cards, will be valid for a four-year term. Companies with common anniversary or common anniversary/common renewal terms please note: Your Cardmembers can continue to use their current Cards until the expiration date is reached; renewals issued upon expiration will carry the new four-year term. International Dollar Cards (IDC), Corporate Defined Expense Cards and Corporate Purchasing Defined Expense Cards are not affected by
this change.

Save Time: Pay Your Wireless Bills Automatically with the Card
You have enough to do. Why not take wireless payments off the list? Ask your Cardmembers to sign up for Automatic Bill Payment today. Automatic Bill Payment is a convenient way to help make sure your employees' wireless bills are paid on time. Instead of writing a check for each bill, your employees' service providers can automatically charge their monthly wireless bills to their American Express® Corporate Card. Sign up to use Automatic Bill Payment with wireless providers such as: AT&T Wireless, Cingular® Wireless, Nextel, Sprint, T-Mobile, and Verizon Wireless. To sign up their wireless bills today, Cardmembers can visit americanexpress.com/automaticbill or call their service providers directly.

Car Rental Account Delivers Convenience & Savings; Budget Joins the Fold
Companies enrolled in the American Express Car Rental Business Travel Account (CRBTA) can now count Budget Rent-a-Car among the ranks of current partners which include Enterprise Rent-a-Car, Avis, Hertz, and National Car Rental, broadening the usage for enrolled companies. CRBTA is a cardless account that provides a convenient way for your company to capture, consolidate, and track car rental expenses, while providing additional convenience to your business travelers, job candidates, and non-Cardmember employees. Car rental charges are billed directly to the CRBTA central bill account, which can be set-up with up to 99 supplemental account numbers, allowing your company to identify car rental charges by cost center, division, department, or even individual traveler.

PROGRAM & SERVICING UPDATES

Sort Order Revised for CPC, ABA, BTA and CRBTA Statements & Fanfolds
In response to client feedback, the sort order of the following statements and fanfolds will revert back to the sorts in place before May 1st: CPC, CPC CDEP, ABA, BTA & CRBTA. The sort order of e-statements (available through MYCA) will also change, bringing paper and electronic statementing/billing methods into alignment.

Simplify Your Life: Designate a Back Up Program Administrator via New @ Work Feature
Effective September 24th a new American Express @ Work® tool, *Shared Status Tracking*, will enable you to designate another program administrator within your company to perform program management tasks on your behalf. To designate another program administrator call the @ Work Helpdesk at (800) 238-8087 and provide the following information: name and @ Work user ID of the back-up program administrator and their back-up @ Work permissions – they must have the same permissions as you. The back-up program administrator will then have the ability to process applications and cancel and guarantee Cards. To cancel *Shared Status Tracking* permissions, simply call the Helpdesk.

New Template Helps Simplify the Application Process for Corporate Defined Expense Program
Direct Card Issuance (DCI), a new Excel template, is designed to help save you time when processing multiple Corporate Defined Expense Program (CDEP) Cardmember applications simultaneously. With DCI you can enter information that is common across multiple applicants (e.g. company name) only once and copy it into multiple fields of the template. DCI is available for both Corporate Defined Expense Cards and Corporate Purchasing Defined Expense Cards. Contact your American Express representative to access the DCI template.

SEPTEMBER E-EVENTS & WORKSHOPS

Join us in September for our continuing series of free online workshops designed to teach you time-saving tips and best practices and to share the fundamentals of our program administration and reporting tools.
@ Work Program Management & MYCA To register visit placeware.viewcentral.com/reg/aexp.webevents1
- September 27, 12pm – 1pm EST: Using Manage Your Card Account & Standard Expense Report
Corporate Purchasing Card Reconciliation To register visit placeware.viewcentral.com/reg/aexp/cpct
- October 13, 2pm – 3:30pm EST: Phase 7 Enhancement Training (for administrator and end-user applications)

If you have any questions regarding information contained in this letter, please contact your American Express representative. I look forward to sharing more program information with you next month.

Sincerely,

Anré Williams

Anré Williams
Executive Vice President
U.S. Commercial Card

P.S. Don't forget to complete the enclosed survey and qualify to win a $100 American Express Gift Cheque.